



WARRANTY DOCUMENT FOR MACHINES FOR PROFESSIONAL USE

1. The guarantor of the product quality is OTOMATIC Smolec i Wronka general partnership with its premises in 34-120 Andrychów, 83c Krakowska Street.
2. Otomatic Smolec i Wronka sp. Jawna guarantees that the purchased device is free from defects (material or production) inherent in the device and that it corresponds to the properties and intended use specified in the device manual.
3. The holder of a valid guarantee document may submit claims under the guarantee at the Guarantor's premises.
4. Otomatic Smolec i Wronka sp. Jawna grants a 12-month warranty for the functioning of the device from the date of purchase, provided that it is used in accordance with the manual and intended use.
5. Defects disclosed and reported during the warranty period will be removed as soon as possible, not exceeding 21 days from the date of delivery of the defective product to the seller or the manufacturer's service. The repair period may be extended up to 30 days if the repair requires the import of spare parts from abroad.
6. If it is necessary to deliver the faulty device to the Guarantor's service, the device should be delivered with complete standard equipment, clean, with a legible nameplate and imprints, with a correctly completed guarantee document and proof of purchase.
The cost of delivering the device to the Guarantor's service is borne by the buyer.
7. When shipping the device, disconnect the couplings and hoses, remove cleaning agents and water, properly pack and secure the device so that it will not be damaged during transport, and label the shipment with signs "up and down" and "glass carefully". In the event of a defect in the device due to the customer's fault, the customer will also be charged with the cost of transport from the Otomatic service to the address indicated by the customer.
8. All parts mentioned in the complaint process are covered by the warranty until the end of the basic warranty period of the device. The warranty period for the replaced part is not extended.
9. During the warranty period, the Guarantor declares the service response time not later than 7 days from reporting the defect on working days.
Response time - the time counted in days from the moment of a confirmed failure report to the moment of remote or direct intervention for its removal. In particular, remote intervention is understood as establishing a telephone or e-mail contact with the Ordering Party, who will be obliged to perform basic diagnostic activities and, if possible, perform repair activities in accordance with the recommendations received.
Otomatic service.
10. If it is not possible to repair or replace the defective part of the device received from Otomatic, the buyer has the right to call the Otomatic mobile service until the defective device arrives. Whether it should be indicated that the Guarantor's mobile service covers only the territory of the Republic of Poland. In any other case, the service visit should be agreed on individual terms with the Guarantor;
11. In the territory of the Republic of Poland, the cost of travel to the advertised device or delivery of a part of the device is borne by the Guarantor. In the event of an unjustified request of the Guarantor's service, the Guarantor has the right to charge the Customer with travel costs and handling costs related to the clarification of the matter.
12. OTOMATIC Smolec i Wronka sp jawna may refuse to accept a complaint in the event of:
 - a) Delivery of a dirty device, without accessories that were available with the device at the time of purchase, without a nameplate;
 - b) Stating that the defect results from a reason other than a manufacturing or material defect in the device;
 - c) Finding, using and / or storing the device inconsistently with its intended use and the instruction manual;
 - d) Defects or inconsistencies related to the sales documents of the device, among others lack of proof of purchase, blank warranty document, delivered documents, due to their condition, do not allow identification of the time and place of sale.
13. The quality guarantee does not cover defects in particular:
 - a) a) Parts which, if used correctly and in accordance with the recommendations, are subject to natural wear before the warranty expires, in particular:
accessories - (pressure hose, lance, nozzles), high-pressure valves, pump seals, O-rings, pistons, bearings, electric cable with a plug, water pump if seizure is caused by dry running or resulting from freezing;
 - b) Defects resulting from mechanical, chemical or thermal damage to the device and equipment;
 - c) Damage resulting from overloading the device resulting from wrong selection of the device for the type of work performed, which leads to damage to the motor, pump or other elements;

- d) Overloading the device and continuing to work with a defective device (if you notice any changes in device operation, stop work and deliver it to the service center. Failure to comply with the above recommendation will void the warranty);
 - e) Damage caused by faulty electrical installation or the use of improper electrical extension cords by the user and flooding of electrical components with any liquids;
 - f) Damage resulting from failure to perform the necessary and recommended maintenance activities;
 - g) Damage resulting from the use of the device with the use of spare parts and accessories that are not original and / or inappropriate for the given model, repairs, modifications and interference with the device by persons not authorized by Otomatic Smolec I wronka sp. Jawna;
 - h) Resulting from the use of chemicals other than those recommended by the manufacturer for a given type of device, failure to comply with operating notes when using chemicals;
10. For damages caused during transport of the device to the OTOMATIC SERVICE; OTOMATIC Smolec i Wronka general public is not responsible.
11. The warranty card is valid only with the proof of purchase of the advertised equipment. The repair record may also be delivered to the applicant in the form of a service repair report prepared by OTOMATIC Smolec i Wronka sp jawna;
12. SERWIS OTOMATIC Smolec i Wronka sp jawna – 34-120 Andrychów, ul. Krakowska 83c

COMPLETED BY THE SELLER:

Sale date:

Device name:

Serial no :.....

Proof of purchase [Invoice]:

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Seller (company stamp)

REPAIR RECORD:

Date of repair

Scope of repair

Stamp and signature

service

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